

Welcome



The Kansas City FEB Presents
Interpersonal Communication
(A Pragmatic Approach To Engagement)

Agenda

Morning

10:00-10:05	Welcome, Introductions and Admin Notes
10:05-10:50	Overview of Communication
10:50-11:00	<i>Break</i>
11:00-11:30	Critical Thinking
11:30-12:00	Emotional Intelligence

12:00 - 12:30 Lunch

Afternoon

12:30-12:55	Active Listening
12:55-1:20	Feedback
1:20-1:30	Break
1:30-2:30	Small Group Discussion
2:30-3:10	Presentations
3:10-3:40	Dialogue
3:40-3:55	Review / Parking Lot
3:55-4:00	Close Out



Introductions

This presentation was developed and presented by
3WIRE Consulting Group.

For more information, our web address is: 3WIRE.org

We can be reached at:
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Or

(913) 680-8721

Administrative Comments

Timeline

Resources

Parking Lot

What Is Communication?

Any initiated behavior on the part of the sender that conveys the desired meaning to the receiver.



What Is Interpersonal Communication?



The process of exchanging messages between people whose lives mutually influence one another in unique ways.

It involves two or more people who are interdependent to some degree and who build a unique bond based on the larger social and cultural contexts to which they belong.

Not How Much or How Often

We all know that we communicate with others regularly.

So how well do you do it?



Learning Outcomes

Learning Objectives

- Recognize filters in myself and others (Critical Thinking & Emotional Intelligence)
- My role in communication (Communication Process & Dialogue)
- Power of Feedback (Feedback & Relationships)

Why Do We Communicate?

Communication serves five major purposes: to inform, to express feelings, to imagine, to influence, and to meet social expectations.

Communication forms a part of your self-concept, and it helps you understand yourself and others, solve problems, learn new things, and build your career.

Interpersonal Communication Goals

- ✓ Instrumental
- ✓ Relational
- ✓ Self-Presentational

Instrumental Goals

“Talk” that helps us get things done

- ✓ Information Seeking
- ✓ Compliance Gaining
- ✓ Support Seeking

Relational Goals

Striving to maintain a positive relationship

- ✓ Relationships are psychologically satisfying
- ✓ Satisfying relationships require communicative work

Self-Presentational Goals

“Adapting communication in order to be perceived in particular ways.”

“Face” and Facework”

(Goffman, cited in University of Minnesota 2016)

How Do We Communicate

Non-Verbal

- Symbolic
- Body Language
 - Expression
 - Posture
 - Gesture

Verbal

- Written
- Spoken
- Transmitted

Non-Verbal Communication

Ambulation
Distancing
Eye Contact
Gesturing
Posturing
Sub-Vocals
Tics
Touching
Vocalisms



Conveys the desired meaning to the receiver and causes the desired response

Symbolic Communication

Clothing

Hair

Jewelry

Cosmetics (Tattoos)

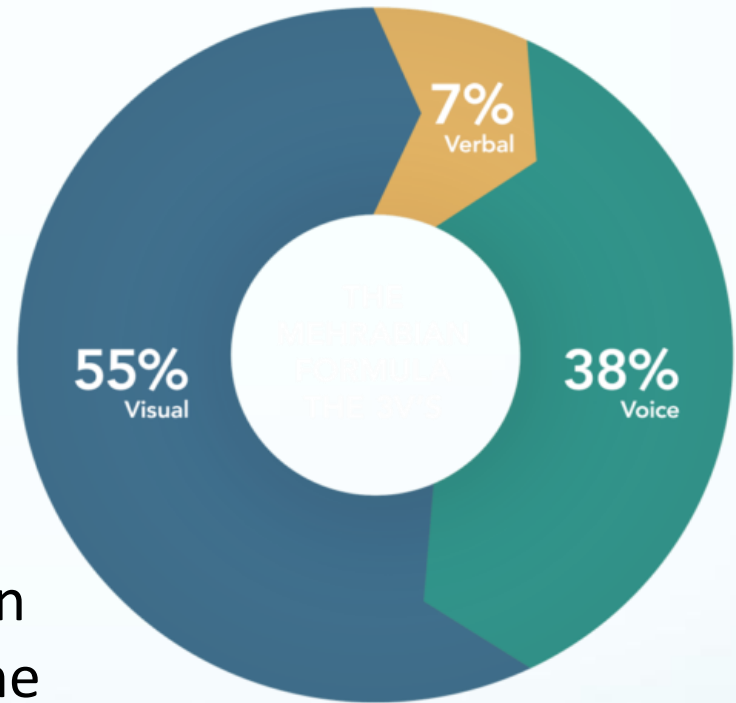
Cars / Vehicles

Geography of Living Space



3-Vs

1. Verbal, or words
2. Vocal, or tone of voice
3. Visual, meaning non-verbal behavior or Body Language



Visual components communicate far more than verbal – in situations when the words are not compatible with the non-verbal signals – people tend to believe the behavior and the tone of voice, not the verbal message.

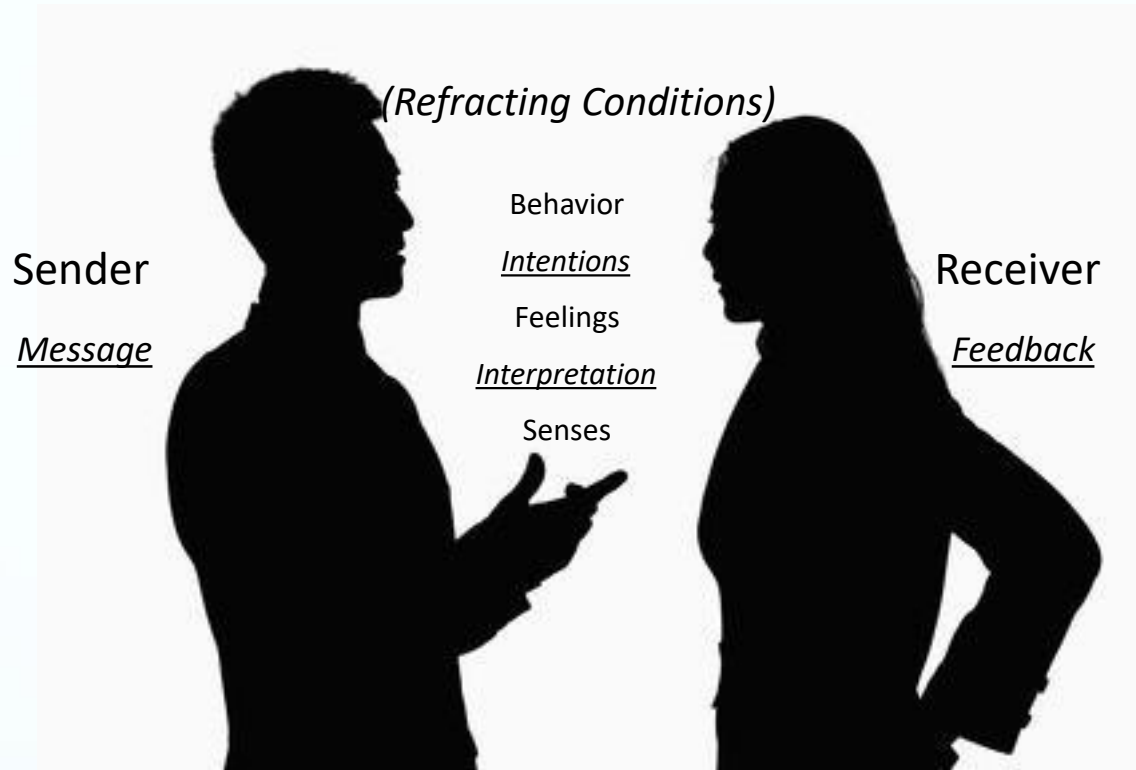
Behavior is Believable!

Basic Mode for Verbal Communication



Verbal Interpersonal Communication

Ideation
Encoding
Transmission



Reception
Decoding
Ideation

Barriers

Hostility
Inarticulateness
Hidden Agendas
Emotional - Blocks
Status

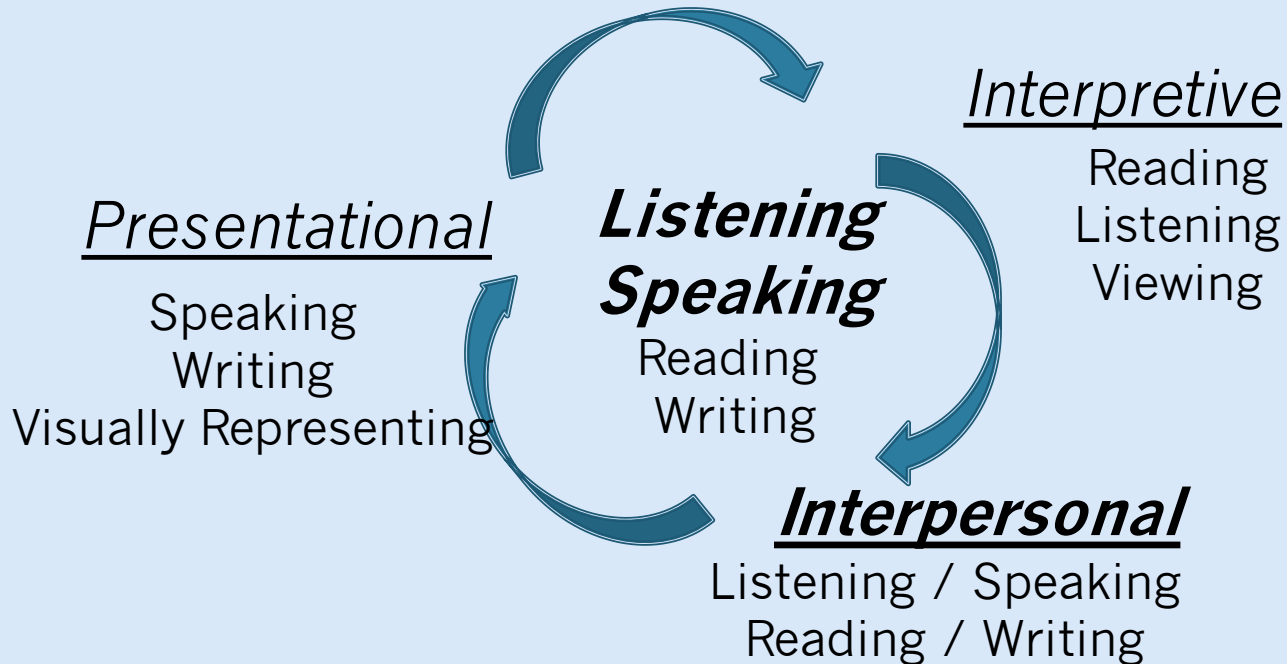


Barriers

Stereotyping
Physical Environment
Mind Wandering
Defensiveness
Relationship
Preoccupation
Charisma

Basic Mode for Verbal Communication

Context = Thinking



Critical Thinking

“If I Only Had a Brain!”



“How can you talk if you haven’t got a brain?”

“I don’t know – but some people without brains do a lot of talking, don’t they?”

“Yes, I guess you’re right...”